



PUBLIC EMPLOYEES RETIREMENT SYSTEM CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	PUBLIC EMPLOYEES RETIREMENT SYSTEM	RELEASE DATE:	Thursday, September 30, 2010
POSITION TITLE:	Chief, Customer Service and Education Division	FINAL FILING DATE:	Monday, October 18, 2010
CEA LEVEL:	CEA 2	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 7,815.00 - \$ 8,616.00 / Month	BULLETIN ID:	09302010_2

POSITION DESCRIPTION

CalPERS offers a performance compensation program with the ability to earn an award up to 15% of base pay.

SALARIES WILL BE ADJUSTED ACCORDINGLY TO COMPLY WITH THE PROVISIONS OF THE CURRENT FULOUGH PROGRAM.

BACKGROUND:

CalPERS is the largest public pension fund in the United States with a current investment portfolio of over \$207.3 billion. It serves approximately 1.6 million active members, retirees, survivors and beneficiaries through its retirement and health benefit programs, and pays over \$11.8 billion in retirement benefits annually. The membership in CalPERS' retirement program is comprised of roughly one-third State employees, one-third employees of local public agencies that contract with CalPERS for retirement benefits, and one-third classified school employees. In addition to the well-known retirement program, CalPERS administers a health program that serves over 1.3 million members in the Health Program.

The Customer Service and Education Division (CSED) is the primary point of contact for CalPERS members and is responsible for providing information to active and inactive members, retirees, survivors, employers, and the general public. It provides a multitude of information ranging from membership, employer, retirement, and health benefit related issues. The CSED provides information to its customers by telephone, email, correspondence, face-to-face and educational offerings. The Division is comprised of a Customer Contact Center and 8 Regional Offices located throughout the State, and serve approximately 1 million members annually through customer contacts and educational events. **DUTIES/RESPONSIBILITIES:**

Under the direction of the Assistant Executive Officer, Member and Benefit Services Branch, the Chief is responsible for the overall administration of the Customer Service and Education Division. This position provides strategies and policy direction on a broad spectrum of member, retirement, and health issues central to CalPERS' critical mission and plays a pivotal role in the implementation of CalPERS Strategic Plan. This position strives to provide high quality customer service and education that enables members and employers to make informed and timely retirement and health decisions. The Division Chief supervises approximately 300 positions through three Assistant Division Chiefs and 32 subordinate managers and supervisors.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of

administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

1. Strong leadership skills and a demonstrated ability to think strategically and function effectively as a member of a top management team.
2. Strong management skills demonstrated by experience in an administrative or executive capacity with responsibility for policy development and program administration.
3. Experience in an administrative or executive capacity, at least equivalent to Staff Services Manager III, with responsibility for planning and administering a large customer service program.
4. Organizational skills and a demonstrated ability to monitor workloads and accomplish stated objectives in an operations or production environment.
5. Demonstrated knowledge of information technology tools that can improve the efficiency and effectiveness of program operations.
6. Demonstrated communication and negotiating skills and experience presenting issues before a wide range of audiences including a board or similar body.
7. Knowledge of the California Public Employees' Retirement System's organization, goals, functions, and policies.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Customer Service and Education Division**, with the **PUBLIC EMPLOYEES RETIREMENT SYSTEM**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

FILING INSTRUCTIONS

All interested applicants must submit:

- A standard State application (Form 678) indicating CEA examination file # 7169, a current resume, and
 - A Statement of Qualifications, no more than two pages single-spaced, specifying how the desirable and minimum qualifications are met.
 - The names and telephone numbers of at least two references.
- Submit application, resume, references and Statement of Qualifications to:

Mailing Address:

California Public Employees' Retirement System

Human Resources Division

Attention: Kristina Morgan, CEA File # 7169

400 Q Street, Room 3260

Sacramento, CA 95811

Address for hand-delivery:

Human Resources Division

400 P Street, Room 3260

Sacramento, CA

All application materials (Standard State Application, Resume, Statement of Qualifications and References) must be received by the CalPERS Human Resource Office by 5:00 PM, October 18, 2010. Application materials personally delivered, received via U.S. Postal Service, or any other delivery service after 5:00 PM on the final filing date will not be accepted. Questions concerning this examination should be directed to Kristina Morgan at 916/795-3563.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

- Resume must be included with application
- The names and telephone numbers of at least two references.

Applications must be submitted by the final filing date to:

PUBLIC EMPLOYEES RETIREMENT SYSTEM, Human Resources Division
400 Q Street, Room 3260 LPN, Sacramento, CA 95811
Kristina Morgan | 916/795-3563 | Kristina_Morgan@calpers.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The PUBLIC EMPLOYEES RETIREMENT SYSTEM reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>